

## ABSTRACT

The invention provides a system and method for improved management of VoIP networks. In one respect, embodiments of the invention provide a dual channel interface between a control unit and an IP-PBX. In another respect, embodiments of the invention enable the integration of IP-PBX platforms from multiple vendors by utilizing a conversion agent. In yet another respect, embodiments of the invention monitor the performance of IP-PBX's, and/or their power sources, and initiates action where performance is deteriorating and/or where failures have occurred. In yet another respect, embodiments of the invention enable a robust 9-1-1 emergency capability for VoIP applications

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